

## **SiS Volunteer Passport Frequently Asked Question's (FAQ's)**

The below FAQ's are designed to support you and your family of schools with the online passport, should none of the below FAQ's support your query please email these through to [stepintosport@youthsporttrust.org](mailto:stepintosport@youthsporttrust.org), we will endeavour to respond to your queries within 3 working days.

### **FAQ's**

#### **What is the SiS Volunteer Passport?**

The SiS Volunteer Passport is the new online portfolio for the Step IN /Step OUT Community Volunteering and School Based volunteering programmes involved in Step into Sport; the new online site has replaced the existing A4 green portfolio and log book.

The system will log and manage all community volunteering/school based volunteering hours; it will also allow easy tracking of your volunteer and their hours/placements and qualifications.

#### **Where can I access the SiS Volunteer Passport?**

The Step into Sport Volunteer Passport can be accessed via [www.youthsporttrust.org](http://www.youthsporttrust.org). You will find a link in our useful link section.

#### **When will we be able to access the site?**

The site was originally launched in January 2008. A welcome information pack was sent to each Partnership Development Manager in January 2008.

#### **How do I get started?**

**Please ensure that each person registering onto the site watches the online passport tutorial, this will support your registration process.**

The PDM was sent a welcome pack in January 2008. This included a copy of the tutorial, passport leaflets, and the SSP/school voucher codes. The codes provided are only for use of the PDM or school mentors. To obtain the volunteer voucher codes the school mentor must ensure that they register onto the site. Once they have registered they will then be able to access the codes which are unique to their school. This code is available on their homepage.

#### **How will volunteers register?**

Volunteers will receive a voucher code from their school mentors; this voucher code will be unique to the school, and will only be used when the volunteer first accesses the site and will automatically generate their partnership and school details. Once they have accessed the site they will be asked to register themselves as a leader; they will have access to the online tutorial in order to help them through the process. The volunteers who utilised the site during the pilot phase have all commented on how easy the site is to use and have outlined how user-friendly it is.

#### **How will the Young Volunteers access certificates?**

As of the end of October 2008, the Youth Sport Trust will no longer be issuing certificates directly. School mentors will be able to issue awards directly to their volunteers who have achieved an award in school based volunteering. The County Sport SiS Coordinator will be responsible for issuing community based volunteering awards.

Certificates and instructions will be sent directly to the County Sport Partnership and the School Sport Partnership in due course.

Dame Kelly Holmes double gold awards will remain the responsibility of the Youth Sport Trust.

#### **As the system contains personal information on each young person; is it a safe site to use?**

Yes, we are fully registered and compliant with the data protection act.

**If we have a young person who cannot access or use the site for any reason, what provision is in place for them?**

Provisions are in place, please contact Liz Suffolk on 01509 226610 to discuss this further.

**What information will the Partnership Development Manager be able to access?**

**Homepage**

- Online tutorial video.
- ID Card

**Progress tab**

- List of volunteers registered
- School
  - Number of volunteers
  - % gold, silver and bronze
  - % UVC – unverified volunteer coordinators.

**Manager tab**

- Drop down – list of schools within family – school mentor voucher codes or names can be sourced from here.
- Drop down 2 – volunteers/UVC
  - Volunteer – volunteer voucher code can be sourced from here.
  - UVC – names of unverified volunteer coordinators be sourced from here.

**Placements**

- List of available volunteering placements in county.

**What information will the School Mentor be able to access?**

**Homepage**

- Online tutorial video.
- Verifying hours
- ID Card
- Volunteer voucher code

**Progress tab**

- List of volunteers registered
- Each volunteer
  - progress of volunteering hours
  - breakdown of volunteering hours
  - passport overview (access here for school mentors to overwrite verifying hours)

**My volunteers**

- List of volunteers registered
  - Overview of volunteers age, placements and qualifications

**Placements**

- List of available volunteering placements in county.

**What information will the volunteer coordinator be able to access?**

**Homepage**

- Online tutorial video.
- Verifying hours
- ID Card
- Additional voucher code validation – to be used when provided with additional voucher codes from new volunteers.

**My Volunteers**

- List of volunteers registered
- Each volunteer
  - progress of volunteering hours
  - breakdown of volunteering hours
  - passport overview (access here for school mentors to overwrite verifying hours)

## **Will we be provided with formal training?**

No formal training will be provided, each member on the site can access the online tutorials. The tutorials are accessible when you first log on the site and in each discrete area i.e.; Volunteers, PDMs, School Mentors etc. Each will receive individual tutorials on key areas that they will need to access.

The tutorials are easy and are available to watch, no special video software will be required to access the tutorials as this is all included on the site. Furthermore, a copy of these FAQ's are available on the SiS Volunteer Passport homepage.

## **My volunteer has registered but cannot access their passport account?**

We are aware in some cases of users who have registered using a hotmail, AOL or Yahoo and may not have received their confirmation email to verify their email address.

The following email should be received in the inbox for all those who register:

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Please add our email address to your address book to avoid us being seen as spam then follow the link below to confirm your **SIS Volunteer Passport** email address ..... and start using your account.

[I confirm the registration of my email address to the SIS Volunteer Passport](#)

The SIS Volunteer Passport is being maintain and managed by Sportplan Limited on behalf of the Youth Trust, if you have any problems registering please contact

[stepintosport@youthsporttrust.org](mailto:stepintosport@youthsporttrust.org)

Please ensure that you click on the blue link to ensure that your registration process is completed.

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If a user is encountering this issue, please email the [stepintosport@youthsporttrust.org](mailto:stepintosport@youthsporttrust.org) inbox. The YST can manually verify this for them.

We will need to know the name of the user and the school they are linked to. To ensure that they have inputted their email address correctly a copy of their email address will also be required.

## **What hours should the school mentor verify?**

The school mentor should only verify school based volunteering hours. All community based volunteering hours should be verified by the volunteer coordinator at the local club. Please ensure that your volunteer adds their placement on their homepage and if they do not know their volunteer coordinators email, they must ensure they print off the voucher code and pass this to them.

## **Volunteers missing from progress sheet?**

Volunteers will only show on the progress sheet once the school mentor has approved them on the system. We ask that the school mentor approves each volunteer to ensure that they should be on the system and that they are linked to the correct school.

## **How do we access codes for schools not registered?**

To add a school onto the site you need to email the [stepintosport@youthsporttrust.org](mailto:stepintosport@youthsporttrust.org) inbox with details of the county, school sport partnership and the name of the school/FE college. We will then add this school onto the system and provide a voucher code.

## **Forgot password or user name.**

If a user has forgotten their password or user name, please ask the person to email the stepintosport inbox to obtain a copy. We can only pass details to the holder of the account so please ensure that the email is sent from the registered email account.

### **Voucher code not recognised:**

Please ensure that you are using the correct voucher code.

The vouchers codes provided originally to the Partnership Development Managers (PDMs) by the Youth Sport Trust are only for the registration of the school mentors or PDM. The volunteer voucher code is a different unique number and it is available on the school mentor homepage once they have registered onto the system.

If you voucher code is not working this could be either of the below 3 points:

- Voucher codes for school mentors/pdm become inactive after one use. Please check that no one else has used the voucher code or that you have not already registered onto the site.
- Ensure you are selecting the correct registration area:
  - School Mentors – Register other users
  - PDMs – Register other users
  - External Club mentors – volunteer coordinator
  - Young people – volunteers
- Check that you are inputting the code correctly

If you can still not successfully log into the passport please email the Step into Sport Inbox with the following information

- Full Name
- County
- School Sport Partnership
- School Name

### **How do school mentors register?**

School mentors register on the site via the Register other users' link. They should use the voucher code provided by the PDM. If they can not access this they can obtain a copy of their voucher code by emailing the Step into Sport inbox.

### **Access to multiple school accounts:**

If you require access to more than one school account, you will need to provide the Youth Sport Trust the following information to enable us to link your email address to additional schools.

If you have already registered under one school you can not use a voucher code to register for another school as your email is already registered onto the system. Please email the sis inbox, providing the below information.

- County Sport Partnership
- School Sport Partnership
- School – already registered to
- Additional schools you wish to be linked to.
- User name (email address)

### **Volunteering hours do not match log book record.**

Only hours which have been verified will be included in the amount on the homepage. In the progress page young leaders will be able to see hour verified in dark blue and hours unverified are highlighted in light blue.

Please ensure that hours are verified regularly to ensure that they receive their award.

If you have any further questions please contact the Youth Sport Trust at [stepintosport@youthsporttrust.org](mailto:stepintosport@youthsporttrust.org)

**List of resources available:**

- SiS Volunteer Passport Leaflet
- SiS leaflet
- SiS Volunteer Passport launch flyer
- STEP OUT Community, volunteer Mentor and Volunteer Co-ordinator Guide